



**OUR VISION:**

*To be the acknowledged leader in public assembly venue management in the region*

**OUR MISSION:**

*To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues*

**OUR VALUES:**

*Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community*

<b>Job Title</b>	Assistant Event Services Manager	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Events	<b>Classification #</b>	8220
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	<b>Pay Range #</b>	324
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**CLASSIFICATION DESCRIPTION**

Plan, manage, and coordinate all aspects for events held at MERC venues. Ensure compliance with established policies, procedures, programs and services. Liaise with clients, promoters, staff and the general public. Specifically at Portland’s Centers for the Arts (P’5) these include front-of-house activities under the direction of the Events Services Manager.

**DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Plans, manages, and coordinates the activities of staff under the direction of the Events Services Manager involved in front-of-house functions; supervises and guides front-of-house managers.
2. Assists in planning, coordinating, and reviewing the work plan for event services; monitors and evaluates processes, methods and procedures; recommends modifications as appropriate.
3. Determines and ensures adequate staffing levels and call times for admissions, security, medical and front-of-house management staff and volunteers.
4. Provides information, guidance and direction to all departments and service providers before, during and after events; coordinates and conducts regular event planning meetings.
5. Assumes management responsibilities for services and activities involved in event services, including the design of ingress and egress patterns for regular and emergency situations.
6. Reviews, verifies, approves and processes front-of-house charges and event settlements.



7. Ensures events have all applicable contracts, deposits, insurance and permits; ensures compliance with applicable fire, building, and safety codes.
8. Ensures compliance with policies, procedures, codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

**Secondary Functions:**

1. Coordinates Cardiopulmonary Resuscitation and first aid training.
2. Coordinates with local, state and federal law enforcement and security departments as needed.
3. Acts as front-of-house manager during events; completes onsite settlements for more difficult events.
4. Other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position achieves success through subordinate supervisors, by ensuring that they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and to ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Education and/or Experience; Certificates, Licenses, and Registrations:**

- Bachelor's Degree with major course work in performing arts, public relations, business administration, or related field, and
- A minimum of four (4) years of experience in coordinating events, and
- A minimum of two (2) years of supervisory or lead experience, or
- Any combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.
- Must possess a current and valid CPR/AED Certification

**Knowledge, Skills and Abilities:**

- Operations, services and activities of a performance arts center or related facility
- Pertinent Federal, State and local laws, codes and regulations
- Principles, procedures, methods and techniques of event management
- Basic accounting principles
- Plan, implement and coordinate projects
- Organizational skills; effectively coordinate the work of others
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Communicate clearly and concisely, both orally and in writing
- Focus and maintain a calm demeanor in a high-paced environment



- Prioritize and multi-task; must be flexible to change course of work/projects as circumstances dictate
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Work various shifts including evenings, weekends and holidays

**Physical Demands / Work Environment:**

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.
- Continuously required to read a computer screen; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to perform repetitive motions of hands and wrists.
- Occasionally required to stand and/or walk for extended periods of time; sit for extended periods of time; lift, push, pull and/or carry objects up to 10 pounds; work near or around vibration.
- Rarely required to reach with hands and arms; stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 25 pounds; exposed to outdoor weather conditions.

*“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”*

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date